

CLAIMS

1. A method coping a change in hardware
comprising:

5 accessing a product of a user through a network
and acquiring information on the product of the user;
 acquiring information on a part to be changed; and
 generating information on a product that requires
change of a part, from the information on the product
of the user and the information on the part to be
10 changed.

2. The method according to claim 1, further
comprising:

 notifying the information on the product that
requires change of the part to an equipment owned by a
15 person in charge of service.

3. The method according to claim 1, further
comprising:

 calculating a number of parts to be changed based
on the information on the product that requires change
20 of the part.

4. The method according to claim 3, further
comprising:

 generating order data on the part to be changed
from the calculated number of parts to be changed.

25 5. The method according to claim 4, further
comprising:

 transmitting the order data to a service parts

system.

6. The method according to claim 2, wherein the acquired information on the part to be changed includes solution information, and the solution information is notified to the equipment owned by the person in charge of service along with the information on the product that requires change of the part.

7. The method according to claim 1, wherein the information on the product of the user includes a product manufacture number.

8. The method according to claim 1, wherein the information on the product of the user includes information on an option configuration.

9. The method according to claim 1, wherein the information on the product of the user includes information on a network configuration.

10. The method according to claim 1, wherein the information on the product of the user includes usage condition information.

11. The method according to claim 1, wherein the information on the product of the user includes software information.

12. A system coping a change in hardware comprising:

a product information acquiring section which accesses a product of a user through a network and acquires information on the product of the user;

a change information acquiring section which
acquires information on a part to be changed; and

an information generating section which generates
information on a product that requires change of a part
5 from the information on the product of the user and the
information on the part to be changed.

13. The system according to claim 12, further
comprising:

a notifying section which notifies the information
10 on the product that requires change of the part to an
equipment owned by a person in charge of service.

14. The system according to claim 12, further
comprising:

a calculating section which calculates a number of
15 parts to be changed based on the information on the
product that requires change of the part.

15. The system according to claim 14, further
comprising:

an order data generating section which generates
20 order data on the part to be changed from the
calculated number of parts to be changed.

16. The system according to claim 15, further
comprising:

a transmitting section which transmits the
25 generated order data to a service parts system.

17. The system according to claim 13, wherein the
acquired information on the part to be changed includes

generating information on a product that requires change of a part from the information on the product of the user and the information on the part to be changed.

23. The computer program product according to
5 claim 22, wherein said computer-readable program code means further comprising:

computer readable program code means for notifying the information on the product that requires change of the part to an equipment owned by a person in charge of
10 service.

24. The computer program product according to claim 22, wherein said computer-readable program code means further comprising:

computer readable program code means for
15 calculating a number of parts to be changed based on the information on the product that requires change of the part.

25. The computer program product according to claim 24, wherein said computer-readable program code
20 means further comprising:

computer readable program code means for generating order data on the part to be changed from the calculated number of parts to be changed.

26. The computer program product according to
25 claim 25, wherein said computer-readable program code means further comprising:

computer readable program code means for

